



**KOOTENAI COUNTY**  
invites applications for the position of:

## **Emergency Communications Officer**

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**DEPARTMENT:** Sheriff's Office

**SALARY:** \$16.09 - \$21.52 Hourly  
\$1,287.20 - \$1,721.60 Biweekly  
\$33,467.20 - \$44,761.60 Annually

**OPENING DATE:** 10/21/16

**CLOSING DATE:** 11/06/16 11:59 PM

**SUMMARY:**



**Prior to applying please review the Kootenai County Sheriff's Office Screening form for automatic and potential disqualifiers at the following website:** <http://www.kcsheriff.com/documents/KCSOScreeningform2015.pdf>

**Failure to answer all questions thoroughly and honestly may eliminate your application from the hiring process.**

Under general supervision, this position works independently, and performs specialized work using complex electronic communication and telecommunications equipment, requiring mental agility and sound judgment in life and death situations requiring an emergency service response. This position is the lifeline between the public requesting assistance and the first responders of Kootenai County to include: police, fire and medical assistance. The 9-1-1 Dispatcher is responsible for answering, coordinating, and disseminating critical calls for service utilizing specialized computer based telephony equipment, Geographical Information Systems (GIS), Telecommunications Device for the Deaf (TDD), immediately determining the type, nature and scope of the emergency, quickly enter the call for service into a CAD system, and dispatch the call promptly utilizing medical, fire, and law enforcement multi-channel radio communications systems.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Responds to all incoming emergency and non-emergency requests for assistance in the Kootenai County Public Safety Answering Point (PSAP), exercises independent judgment to categorize using phrasing, vocal stress, and level of cooperation to determine the nature and priority of the call and accurately enters pertinent data into the CAD system in the most expeditiously and accurate method possible. Dispatch the appropriate responding agency and transfers emergency and non-emergency calls to other agencies and Public Safety Answering Points as appropriate. Performs both call taking and dispatching simultaneously. Answers after-hours law enforcement lines and enters data into the law, fire, and emergency medical system records management system, and enters time critical entries into the National Crime Information Center (NCIC) database. (Daily)

Manages callers; calms and control callers, communicates with special needs callers, and communicates with callers from diverse backgrounds using on call linguists.

Dispatches fire, medical, and law enforcement emergency responders to all requests for emergency assistance, using a CAD system, ArcView mapping system, and computerized multi-channel radio and telephony communications systems, according to priority and availability of units. Monitors, records, and maintains responder status to ascertain ongoing responder safety. (Daily)

During medical emergencies, must properly triage (medically evaluate) individuals using the Association of Public Safety Communications Officials (APCO) Institute instructions, to properly determine the level of medical response required. Remains on the line with callers and provides cardiopulmonary resuscitation (CPR) and other medical emergency instructions to third party individuals until medical personnel arrive on scene. (Daily)

During law enforcement emergencies, properly assesses the situation and provides pre-arrival instructions for public safety, officer safety, crime scene preservation, and remains on the telephone to emotionally support the caller and gather additional relevant public and officer safety information. (Daily)

Coordinates multi-agency responses, communications, and Memorandum of Understandings (MOU), under the scope of the National Incident Management (NIMS) Incident Command System (ICS).

While supporting law enforcement units, accurately requests, retrieves, and interprets critical wants, warrants, and vehicular information from state (ILETS) and federal (NCIC) computer information systems. (Daily)

Accurately enters incident and responder records for legal proceedings and/or public inquiry. (Daily)

Monitors teletype and facsimile for Amber Alerts and All Point Bulletins.

Accurately enters incident and responder records for legal proceedings and/or public inquiry. (Daily)

Retrieves criminal histories and NCIC entries requested by law enforcement officers. (Daily)

Performs these duties and responsibilities during scheduled work hours, weekends and holidays as stipulated by Policy #210.

Non-exempt staff may be required or requested to work overtime as stipulated by Policy #211. Maintains a positive, helpful, constructive attitude and working relationship with the department supervisor and departmental employees, other County employees, Elected Officials and the public. Ability to use tact, discretion, and courtesy in interdepartmental, external agency, and public contacts, and to properly handle highly sensitive and confidential information in a professional manner.

The person in this position is authorized access to such private information as a condition of employment to the extent necessary to perform their duties. As an employee of the county, employees are required to protect against unauthorized access to such information, ensure the security and privacy of such information, and disclose any anticipated threats or hazards to such information. Employees must be very careful not to release this information to the public or to other individuals, including but not limited to county employees who have not been authorized or who do not have a legitimate organizational, departmental, or business need to know as described in Idaho Code Title 9 et.seq. Any questions regarding release of such information to another person should be directed to their supervisor, elected official, or their designee.

**Marginal Duties:** Clearly describes shortcomings of PCs, radio communications and 9-1-1 telephony equipment. Performs routine clerical work posting updated policy and procedures in reference books. Assist with other departmental activities as required.

## **QUALIFICATIONS:**

**Education and/or Experience:** High School Diploma or GED and six months work experience. Complete an Emergency Communication Officer Course within eighteen months (18) of hiring.

**Other Qualifications:** Must successfully pass the County's pre-employment and subsequent random

drug testing and stringent Sheriff's Office background and selection process to include: Oral Board, Skills Testing, Psychological and Polygraph Examination.

### **SUPPLEMENTAL INFORMATION:**

**KNOWLEDGE, SKILLS, AND ABILITIES:** Knowledge: Basic personal computer (PC) and keyboard functions; Geospatial Information System (GIS) formats; Communications dispatching procedures; Geographical layout of Kootenai County and knowledge of roadways, major intersections, and waterways within Kootenai County.

Abilities: Ability to keyboard 3321 key strokes per hour (KPH); ability to learn United States Forest Service (USFS) and Bureau of Land Management (BLM) geographical areas; ability to communicate using the English language as the primary language; ability to learn Sheriff, Police, Fire, and Emergency Medical Services policies and procedures; ability to maintain simultaneous communications with public and public safety using radio and telephone; and ability to perform routine clerical work thorough traditional filing and data base management.

**Certificates, Licenses, Registrations:** (to be earned during employment)

APCO Public Safety Telecommunicator I

Idaho Police Officers Standards and Training (P.O.S.T) Basic Dispatch Academy

ILETS Level I & II (State and National Databases) Certification

APCO Emergency Medical Dispatch (EMD) Certification

Amber Alert Certification (Child Abduction)

Emergency Alert System Certification (Disaster Alert)

TDD Certification

CPR Certification (CPR certified from American Red Cross or American Heart Association or attainable within

15 days at time of hire)

Ability to complete National Incident Management System (NIMS) and Incident Command System (ICS) training.

Required to maintain and renew all certifications.

Must possess valid driver's license and be insurable.

**Supervisory Responsibilities:** Occasionally leads and directs the activities of others in the absence of a Dispatch Supervisor or Senior Dispatcher.

**Language Skills:** Highly proficient ability to read and comprehend detailed instructions, safety rules, policies and procedures, short correspondence, and memos; to write simple correspondence and memos; to effectively present information in one-on-one and in small group situations; to read, write and speak in English proficiently; to use good oral and written communication skills. (repeated)

**Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; to perform basic mathematical computations.

**Reasoning Ability:** Ability to exercise sound judgment and solve practical problems requiring reasoning to deal with a variety of variables in situations where only limited standardization exists; to interpret, identify, assess, or diagnose a variety of instructions or information furnished in written, oral, diagram, or schedule form and plan approaches that respond to problems or challenges; to adapt or modify existing systems, procedures, or methods to new situations; to find alternative solutions by weighing alternatives and developing action plans; to multi-task duties.

**TECHNOLOGY and Equipment Skills:** Competent ability to use personal computer systems and associated peripherals, Microsoft Windows XP or higher, Microsoft Office 2007 or higher, databases specific to the Sheriff's Department and/or the County with an advance technical competency using word processing, spreadsheets, and financial software. Also competent with the secure and legal use of the internet, electronic e-mail and basic communications devices including mobile phones and public safety radio equipment. Ability to use office phones, copy machine, printer, scanning devices, calculator and general office equipment.

Must be proficient with a variety complex electronic communication, telecommunications equipment, multi channel radio systems, computer based systems including, computer aided dispatch systems (CAD), GIS mapping systems, records management systems (RMS), law enforcement database systems.

**Physical Demands:** The physical demands described here are representative of those that must be

met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is constantly required to sit and use fingers and hands to keyboard or type and handle materials. The employee is constantly required to reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. If lifting more, employee will request assistance or use devices and/or equipment used in assisting in lifting.

Requires the ability bring computer screens, telephone keypad/buttons, keyboards and other office equipment into sharp focus.

Must be able to hear clearly with both ears either aided or unaided.

Work environment is sedentary, comprised of shifts up to 12 hours, and requires considerable computer and keyboard activity.

Extreme stress can develop at any time.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Possibility of electrical shock is to be considered when working with electronic radio equipment.

The noise level in the work environment is usually moderate and occasionally loud and distracting.

The 9·1·1 Dispatcher is required to multi-task by monitoring and listening to multiple radio channels, simultaneously take telephone calls, and maintain room awareness as to what is occurring at other positions in the room that may have relevance to what is occurring at their position.

Callers are often hysterical, intoxicated, emotional, uncooperative, minors, or speech impaired all of which add to the stress of obtaining pertinent information regarding the incident and providing a fast, efficient, and professional dispatch response.

There is a significant amount of stress relating to the liability and the need to cope with life and death situations on a continuous basis.

This position requires working long shifts up to 12 hours, typically changing shifts and days off every three months and working holidays.

Must be available to work mandatory overtime to maintain staffing levels to cover for unforeseen absences, to cover for employee scheduled leave, and occasionally required to attend employee meetings on days off or between shifts.

Must be able to work during adverse weather conditions.

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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.kcgov.us/departments/personnel/joblist.asp>

Position #2016-00113  
EMERGENCY COMMUNICATIONS OFFICER  
MH

451 N Government Way  
PO Box 9000  
Coeur d'Alene, ID 83816  
(208) 446-1640

[kchr@kcgov.us](mailto:kchr@kcgov.us)

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### Emergency Communications Officer Supplemental Questionnaire

- \* 1. For this application we require a cover letter as well as resume. Please verify that you have attached a cover letter and resume prior to submitting this application.

☐ Yes ☐ No

\* Required Question